

# Newington Police Department

**Stephen Clark**  
*Chief of Police*



As with most businesses, the Newington Police Department will have to alter our course of business for the unforeseeable future due to the recent health concerns. Community contact is an integral part of how our officers and civilian personnel conduct their job on a day to day basis and the Newington Police Department prides itself on our public interactions. In the interest of public health and maintaining healthy police personnel, we will continue to provide you with the best service possible, but we will be making changes in how those interactions take place.

The Police Department lobby is open and walk-in complaints will still be taken for emergencies. However, if you are experiencing any symptoms associated with Covid-19/Corona virus, such as fever, coughing or shortness of breath or if you have recently traveled out of the country or believe that you have been exposed to the virus, we ask that you call 911 and only enter the lobby area if it's an absolute emergency. For non-emergency needs we are requesting that you contact (860) 666-8445 prompt #5 to speak with a dispatcher. Minor complaints may be taken by a phone call with a police officer.

Our dispatchers serve police/fire/medical personnel and dispatch all from police headquarters. Dispatchers have been advised to ask a series of questions prior to dispatching emergency services for general medical complaints. These questions are per the Infectious Disease Protocol for Emergency Medical Dispatchers.

If an officer is sent to your location, you may be requested to step outside when feasible. Officers may maintain a healthy distance from the public when responding to non-emergency calls. Newington Police will continue to use the medical services of American Medical Response (AMR) and NEMS (Newington Emergency Medical Services). Again, when possible, you may be requested to step outside for assistance, but the high level of service that both of these organizations offer will continue to the best of their ability.

Community Relations programs, events, presentations, assessments and car seat checks and installations are temporarily suspended.

The Records Department has established an online records request service. All requests for police records can be submitted through the police department website at <https://www.newingtonct.gov/1563/Record-Division>. In person walk up requests will not be accepted and there will be no in person contact with records personnel until further notice. Individuals without internet access may request police records by calling 860-665-7331.

We will continue to provide updated information on our social media sites, along with the police department website. The Newington Police Department will continue to provide you with the same level of excellent service that you have been accustomed to. As we navigate these uncharted waters, please consider doing your part to keep our community healthy as we all look forward to returning to our regular routine and way of life.

Thank you for your anticipated cooperation.

Stephen Clark

Chief of Police